

WHITELISTING INSTRUCTIONS TO RECEIVE ePERMITTING EMAIL NOTIFICATIONS

A whitelist is a list of email addresses that you want to receive email from. By adding an address to your whitelist, you are telling the email system not to filter email from that address. If you currently use an anti-spam program or service, we ask that you take just a minute or two to add the counties From address to your "safe" or permitted email sender list. This usually involves simply adding the sending address (From:) to your whitelist, safelist, or list of privileged senders. This is commonly known as whitelisting a publication. Follow the instructions below to add the address to your whitelist, to ensure that you receive email notifications for your account and permit status.

AOL

You will need to add the "From address" to your AOL address book:

1. Click the Mail menu and select Address Book. PROBLEM: AOL "Address Card for New Contact" window to load.
2. Once loaded, cut and paste the "From" address into the "Other E-Mail" field.
3. Make our From address the "Primary E-Mail" address by checking the associated check box.
4. Click the Save button.
5. Repeat the process with the any other addresses listed.

Hotmail

You will need to add the From addresses to your Hotmail Safe List:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk E-Mail Protection" link (top of page).
3. Select the "Safe List" link (2nd from bottom).
4. Copy and paste the From address into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.
6. Repeat the process for the any other addresses listed.

Gmail

You will need to add the From addresses to your Gmail Contacts List:

1. Click Contacts along the left side of any Gmail page.
2. Click Add Contact.
3. Copy and paste our From address into the primary email address dialog box.
4. Click Save.
5. Repeat the process with any others addresses listed.

Mozilla Thunderbird

You will need to add our From address to your Thunderbird Address Book and configure your Junk Mail Controls to whitelist your address book.

Add our From address into your Personal Address Book:

1. Click the Address Book button.
2. Make sure the Personal Address Book is highlighted.
3. Click the New Card button. This will launch a New Card window that has 3 tabs: Contact, Address & Other.
4. Under the Contact tab, copy and paste the “From” address into the Email dialog box.
5. Click OK.
6. Repeat the process with any other addresses listed.

Outlook 2003

You will need to add the From address to your Safe Senders list:

1. On the Tools menu, click Options.
2. On the Preferences tab, click Junk E-mail.
3. On the Safe Senders tab, click Add.
4. In the Add address, copy and paste in the From address.
5. Click OK.
6. Repeat the process with any others addresses.

The notifications that are sent are:

1. Account activation
2. Permit submitted
3. Permit approved
4. Permit canceled
5. Payment received

If you are still unable to receive the notifications, please notify you IT Department to Whitelist the IP Address or Fully Qualified Domain Name (FQDN), or contact RtVision at 877-632-0760 or email support@rtvision.com.